

## Freedom of Information Request

**Reference Number:** EPUT.FOI.24.3739  
**Date Received:** 26/09/2024

### Information Requested:

1. What budget (in £) did the trust allocate to Patient Advice and Liaison Services (PALS) in the following financial years (If no separate PALS budget exists, please provide an estimate based on approximate funds spent on PALS related activity)?:
  - a. 2019/20 (1 April 2019 to 31 March 2020)
  - b. 2020/21 (1 April 2020 to 31 March 2021)
  - c. 2021/22 (1 April 2021 to 31 March 2022)
  - d. 2022/23 (1 April 2022 to 31 March 2023)
  - e. 2023/24 (1 April 2023 to 31 March 2024)

The approximate split of the Budget relating to PALS is shown in the table below. Please note that this excludes non-business support relating to the inquiry.

Financial year	PALS Budget £k
2019/20	64
2020/21	62
2021/22	121
2022/23	84
2023/24	84

2. How many FTE staff were employed as part of your PALS service in the following months (If staff members work across PALS and other duties, please provide an estimate based on approximate staff time spent on PALS-related activity)?:
  - a. 1 March 2019 (or nearest possible date, please state)
  - b. 1 March 2020 (or nearest possible date, please state)
  - c. 1 March 2021 (or nearest possible date, please state)
  - d. 1 March 2022 (or nearest possible date, please state)
  - e. 1 March 2023 (or nearest possible date, please state)
  - f. 1 March 2024 (or nearest possible date, please state)

The approximate WTE split relating to PALS is shown in the table below. Please note that this excludes non-business support relating to the inquiry.

Financial year	PALS WTE employed
2018/19	1.44
2019/20	1.84
2020/21	1.92
2021/22	3.20
2022/23	1.92
2023/24	2.20

3. How many FTE staff were employed to work on complaints handling in the following months (If staff members work across complaints handling and other duties, please provide an estimate based on approximate staff time spent on complaints related activity)?
- 1 March 2019 (or nearest possible date, please state)
  - 1 March 2020 (or nearest possible date, please state)
  - 1 March 2021 (or nearest possible date, please state)
  - 1 March 2022 (or nearest possible date, please state)
  - 1 March 2023 (or nearest possible date, please state)
  - 1 March 2024 (or nearest possible date, please state)

The approximate WTE split relating to Complaints team is shown in the table below.  
Please note that this excludes non-business support relating to the inquiry.

Financial year	Complaints WTE employed
2018/19	2.40
2019/20	3.06
2020/21	4.49
2021/22	3.63
2022/23	4.11
2023/24	4.39

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#### Publication Scheme:

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<https://eput.nhs.uk>